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PATENT
10/015,383
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C102

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Before the Examiner:
Michael W. Brown et. al.
Serial No.: 10/015,383 : Group Art Unit:2643
Filed: 12/12/2001 : Intellectual Property
Title: Promoting Use of Experts To : International Business
Callers Waiting In A Hold Queue : Machines Corporation
: 11400 Burnet Road
: Austin, Texas 78758

August 8, 2003

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 8, 2003.

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Commissioner of Patents
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Sir:

I hereby appoint Amy Pattillo, Reg. No. 46,983 as associate attorney to prosecute the above-identified application and transact business in the U. S. Patent and Trademark Office connected herewith.

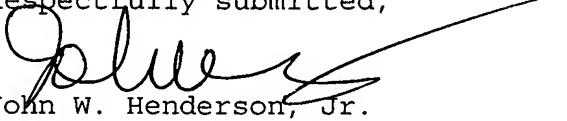
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Respectfully submitted,


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